

ServiceNow Edge Encryption Implementation

Overview

The ServiceNow Edge Encryption Implementation service provides a structured, guided approach to installing, configuring and going live with ServiceNow Edge Encryption. It is a pre-defined package designed to enable customers to encrypt their sensitive data before that data leaves the customer's environment.

Package Description and Aim

The ServiceNow Edge Encryption Implementation service is a prescriptive, best practice based service, designed to ease the installation and configuration required to bring Edge Encryption live. The Edge Encryption Design & Advice packaged service is a prerequisite, sold separately.

The Edge Encryption software must be installed within the customer's infrastructure. The Edge Encryption Implementation service provides ServiceNow accredited consultants who will provide 'hands-on' support to the customer to install and configure the Edge Encryption application. These consultants will work in conjunction with the customer's team, who retain the responsibility to provide access to the infrastructure, and perform all necessary configuration of linked components.

Unless otherwise agreed by ServiceNow and the customer, the majority of services are delivered remotely, to maximize flexibility of all resources.

Implementation Methodology

The package uses the ServiceNow Adaptive Implementation Framework (SAIF), created from ServiceNow's experience of working with thousands of ServiceNow customers. The framework utilizes ServiceNow's best practices and recommendations to achieve a rapid implementation.

The ServiceNow Implementation Methodology (SIM) uses an iterative configuration approach managed with the ServiceNow Project Portfolio Management (PPM) and Software Development Lifecycle (SDLC) products. With the customer's purchase of the implementation service, both ServiceNow and the customer project team use these applications to manage the implementation. SIM provides instant access on the status of implementation, whilst also storing configuration decisions to act as a record of the deployment.

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Package Materials and Configurations

ServiceNow will provide the following materials and configurations upon purchase of this packaged service:

Materials and Configurations	Description
Proxy server installation and configuration	<ul style="list-style-type: none"> Assistance installing and configuring the Edge Encryption proxy server software for up to three environments (development, test and production)
Encryption and Signature key creation	<ul style="list-style-type: none"> Assistance in generating the key that cryptographically encrypts the sensitive data Assistance in generating the key that protects the configuration and custom encryption rules
Encryption configuration	<ul style="list-style-type: none"> Assistance in configuring the ServiceNow instance and proxy server to encrypt the data that the customer has specified. The following details apply: <ul style="list-style-type: none"> Encryption configuration for up to three applications (ex: Incident Management, HR Management or Customer Service Management) Encryption configuration for User and HR Profile tables Encryption configuration for up to 3 Service Catalog/Portal Record Producers Specifically excluded items include: <ul style="list-style-type: none"> Encryption related integration configuration for LDAP/SOAP/REST/or other integrations other than SSO Custom Edge Encryption rules, other than those required for the included Record Producers Please see the relevant section below for further details on included and excluded services
Single Sign On configuration	<ul style="list-style-type: none"> Assistance in configuring the Single Sign On capabilities of the ServiceNow instance to work with the Edge Encryption system
SIM configuration, decisions and project RIDAC (Risks, Issues, Decisions, Actions and Changes)	<ul style="list-style-type: none"> As jointly populated by the ServiceNow and customer project teams, the SIM PPM and SDLC products will contain a record of the implementation

ServiceNow Provided Resources

ServiceNow will provide the following resources. The same personnel may fill multiple responsibilities:

ServiceNow resource	Responsibilities
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Engagement Manager	<ul style="list-style-type: none"> • Lead project planning, follow the implementation project plan, allocate appropriate resources from ServiceNow, and act as a single point of contact • Provide regular status updates to track project status
Technical Consultant	<ul style="list-style-type: none"> • Lead the configuration and other services provided by the package • Provide implementation assistance to the customer's personnel

ServiceNow does not guarantee that certain designated ServiceNow personnel will be assigned to the customer's account. ServiceNow may at any time subcontract or delegate in any manner any or all of its obligations hereunder to any third-party.

Required Customer Resources

Customer will provide the following resources and make them available throughout the duration of the review period. Customer participation is critically important for the success of the project. Customer resources must have:

- A thorough knowledge and understanding of customer's security regulations and requirements, network and infrastructure system, and other related drivers for encrypted data.
- The authority to make design decisions regarding the ServiceNow application.

Delay by Customer to provide the below resources may cause delay or preclude ServiceNow's ability to provide the Services. The same personnel may fill multiple responsibilities:

Customer resource	Responsibilities
Project Manager	Responsible for the project, communicate with the ServiceNow professional services consultant, provide access to the required resources, and drive further actions
Product Owner	Responsible for the overall ServiceNow solution. A Product Owner should be a Subject Matter Expert (SME), who can positively influence and affect changes and adaptations and the resulting ServiceNow implementation, and who has the aptitude for adaptive thinking and improvement. The Product Owner provides the authority to release the product into production after testing is complete.
System Administrator	Responsible for the continued maintenance and upkeep of the ServiceNow product. Modifies forms, workflows and categorizations within the platform, including managing the release to production.
Subject Matter Experts	Responsible for the maintenance and configuration of the customer's infrastructure, as well as key stakeholders in the following areas: <ul style="list-style-type: none"> • Security • Certificate/Keystore Management

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	<ul style="list-style-type: none"> • Windows or Linux systems • Database management • Network infrastructure
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Prerequisites:

The Implementation service requires the customer's active participation and coordination for project success. The following requirements must be met. Delay by the customer with respect to the below items may cause delay or preclude ServiceNow's ability to provide the Services:

- The customer must have purchased and completed the Edge Encryption Design & Advise service. This provides the necessary background and advice and guidance for the implementation service to be successful.
- The customer must have completed, or have provided input for, the Edge Encryption Design Document. This document should include, at a minimum, the following items:
 - The number and details of the database servers, proxy servers, firewalls, DMZ, ServiceNow instance (self-hosted or cloud) involved in the solution.
 - The details of any high availability or disaster recovery nodes and replication paths.
 - The geographical, logical and network topology details of the locations the users will be originating from, such as within a single enclave, multiple enclaves, via the Internet, etc.
 - Any other required system configurations that support the security profile Edge Encryption is being implemented to achieve. This may include, but is not limited to, ServiceNow Access Control Plugin enablement, ServiceNow IP Access Control configuration, ServiceNow Domain Separation configuration, ServiceNow System Access Control configuration.
- The customer must have purchased the appropriate ServiceNow Edge Encryption licenses.
- The customer must provide user accounts with the 'admin' and 'security admin' roles to the consultant, on all the ServiceNow instances (typically test and development) running supported versions of the ServiceNow platform. Access must also be granted to the production instance for ServiceNow to provide go-live support.
- The customer must provide appropriate remote access to their instances to facilitate remote configuration.
- The customer must provide appropriate access and infrastructure necessary for the installation and configuration of the ServiceNow Edge Encryption software.

The following services are not provided:

- The attempt to encrypt all data, or data elements not supported by the Edge Encryption product.

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- Support or configuration for integrations, including, but not limited to, SOAP, REST and data import/export operations.
- Transformation projects or strategy services.
- Data collection from third parties, including external systems.
- Customization, configuration or personalization of the ServiceNow platform beyond the hours of assistance provided above, or any work on applications other than Edge Encryption.
- Limited support, as provided above, is given for the customer running its own UAT. ServiceNow will provide remediation in line with the timescales provided.
- Performance, security, integration or other testing beyond unit testing.
- Services not expressly stated herein.

General

ServiceNow is in the business of providing IT service management applications and other applications on the ServiceNow platform and consulting services drawing upon the knowledge, understanding and expertise ServiceNow has gained in the course of working with many other customers. Nothing in this Service Description shall assign rights in or limit ServiceNow's use of any know-how or knowledge pertaining to the ServiceNow intellectual property rights or technology. ServiceNow shall have a fully-paid, royalty-free, worldwide, non-exclusive, transferable, sub-licensable, irrevocable, perpetual right to use any suggestions, enhancements, recommendations or other feedback provided by Customer and its users relating to the ServiceNow product or services.

LIMITED PROFESSIONAL SERVICES WARRANTY. ServiceNow warrants that the Services will be performed in a competent and workmanlike manner in accordance with accepted industry standards and practices and all material requirements set forth in this Service Description. Customer shall notify ServiceNow in writing of any breach within thirty (30) days after performance of the non-conforming Services. Upon receipt of such notice, ServiceNow, at its option, shall either use commercially reasonable efforts to re-perform the Services in conformance with these warranty requirements or shall terminate the affected Services and refund to Customer any amounts paid for the non-conforming Services. This Section sets forth Customer's exclusive rights and remedies (and ServiceNow's sole liability) in connection with this warranty.

DISCLAIMER OF WARRANTIES. EXCEPT FOR THE WARRANTIES EXPRESSLY STATED IN THIS SERVICE DESCRIPTION, THE SERVICES PROVIDED HEREUNDER AND ANY ACCOMPANYING DELIVERABLE ARE PROVIDED "AS-IS" WITHOUT REPRESENTATION OR WARRANTY OF ANY KIND AND, TO THE MAXIMUM EXTENT ALLOWED BY LAW, SERVICENOW DISCLAIMS ALL WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, ORAL OR WRITTEN, INCLUDING WARRANTIES ARISING UNDER STATUTE, WARRANTIES OF MERCHANTABILITY, ACCURACY, TITLE, NON-INFRINGEMENT OR FITNESS FOR A PARTICULAR PURPOSE OR ANY WARRANTIES ARISING FROM USAGE OF TRADE, COURSE OF DEALING OR COURSE OF PERFORMANCE. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, SERVICENOW SPECIFICALLY

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DOES NOT WARRANT THAT THE SERVICES AND ANY ACCOMPANYING DELIVERABLES WILL MEET THE REQUIREMENTS OF CUSTOMER OR OTHERS OR THAT THEY WILL BE ACCURATE OR OPERATE WITHOUT INTERRUPTION OR ERROR.

LIMITATIONS OF LIABILITY. TO THE EXTENT PERMITTED BY LAW, THE TOTAL, CUMULATIVE LIABILITY OF EACH PARTY ARISING OUT OF OR RELATED TO THIS SERVICE DESCRIPTION OR THE SERVICES PROVIDED HEREUNDER WHETHER BY CONTRACT, TORT (INCLUDING NEGLIGENCE) OR ANY OTHER LEGAL OR EQUITABLE THEORY, SHALL BE LIMITED TO THE AMOUNTS PAID BY CUSTOMER FOR THE SERVICES GIVING RISE TO THE CLAIM DURING THE TWELVE (12) MONTH PERIOD PRECEDING THE FIRST EVENT GIVING RISE TO LIABILITY. THE EXISTENCE OF MORE THAN ONE CLAIM SHALL NOT ENLARGE THIS LIMIT. THE FOREGOING LIMITATION OF LIABILITY SHALL NOT APPLY TO: (1) BODILY INJURY OR DEATH; (2) INFRINGEMENT BY A PARTY OF THE OTHER PARTY'S INTELLECTUAL PROPERTY RIGHTS; AND (3) CUSTOMER'S OBLIGATION TO PAY AMOUNTS OWED FOR SERVICES PROVIDED HEREUNDER OR TAXES APPLIED THERETO.

EXCLUSION OF DAMAGES. TO THE EXTENT PERMITTED BY LAW, NEITHER SERVICENOW NOR CUSTOMER SHALL BE LIABLE TO THE OTHER OR ANY THIRD PARTY FOR LOST PROFITS (WHETHER DIRECT OR INDIRECT) OR LOSS OF USE OR DATA, COVER, SUBSTITUTE GOODS OR SERVICES, OR FOR INCIDENTAL, CONSEQUENTIAL, PUNITIVE, SPECIAL OR EXEMPLARY DAMAGES (INCLUDING DAMAGE TO BUSINESS, REPUTATION OR GOODWILL), OR INDIRECT DAMAGES OF ANY TYPE HOWEVER CAUSED, WHETHER BY BREACH OF WARRANTY, BREACH OF CONTRACT, IN TORT (INCLUDING NEGLIGENCE) OR ANY OTHER LEGAL OR EQUITABLE CAUSE OF ACTION, EVEN IF SUCH PARTY HAS BEEN ADVISED OF SUCH DAMAGES IN ADVANCE OR IF SUCH DAMAGES WERE FORESEEABLE. THE FOREGOING EXCLUSIONS SHALL NOT APPLY TO: (1) BODILY INJURY OR DEATH; AND (2) INFRINGEMENT BY A PARTY OF THE OTHER PARTY'S INTELLECTUAL PROPERTY RIGHTS.

Packaged Service Terms and Conditions

Customer agrees to pay the total fee amount on the related Order Form. ServiceNow will provide the Packaged Services as described herein limited to those ordered on the Order Form: (i) if Customer is purchasing directly from ServiceNow, on the terms and conditions in the Order Form and the underlying master agreement executed by the parties ("Agreement"); or (ii) if Customer is purchasing from a ServiceNow authorized reseller ("Reseller"), on the terms and conditions in the use authorization as issued by ServiceNow and the Subscription Service Agreement incorporated by reference herein from <http://www.servicenow.com/schedules.do>. In the event of any inconsistency or conflict between the Agreement or the Subscription Service Agreement and this Service Description, the terms of this Service Description shall control with respect to the Packaged Services set forth herein.

ALL ORDERS ARE NON-CANCELLABLE, NON-REFUNDABLE, CANNOT BE USED FOR SERVICES OTHER THAN FOR THOSE PURCHASED, AND NOT SUBJECT TO ACCEPTANCE. ALL SERVICES WHEN ORDERED MUST BE CONSUMED WITHIN 12 MONTHS FROM THE ORDER FORM EFFECTIVE DATE. SERVICES ARE NOT INCLUDED IN THIS OFFERING UNLESS SPECIFICALLY IDENTIFIED AS INCLUDED IN THIS DOCUMENT. ANY UNUSED SERVICES SHALL EXPIRE WITH NO FURTHER CREDIT OR REFUND AND SHALL HAVE NO VALUE THEREAFTER. Customer

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shall reimburse ServiceNow or Reseller for all authorized, reasonable and verifiable travel expenses incurred during the performance of the Packaged Services, including training and other services.

For scheduled Service days that are canceled or rescheduled by Customer with fewer than ten (10) business days' prior written notice to ServiceNow, Customer shall be charged and pay for (a) any travel expenses that cannot be canceled or refunded, and (b) the canceled/rescheduled Service days if ServiceNow is not able to reassign the personnel to another project. For the purposes of this section, an email to the ServiceNow project manager will be considered sufficient written notice.